



Survey results

Pre-trip inspection

Most used method

Manual (paper)	57.1%
Tablet (MDT)	14.3%

Importance of removable mobile data terminal

Unimportant	53.8%
Important	46.2%

Most important feature

Ability to add comments	15.4%
Ability to take photos	13.8%



Government investment

If the government invests \$500B in public transit, what should be the priority of spending?

Upgraded fleet:	25%
Transition to green:	23%
Improve roadways:	21%



If the government invests \$1T in public transit, what should be the priority of spending?

Upgraded fleet:	26%
Transition to green:	23%
Add BRT lanes:	22%

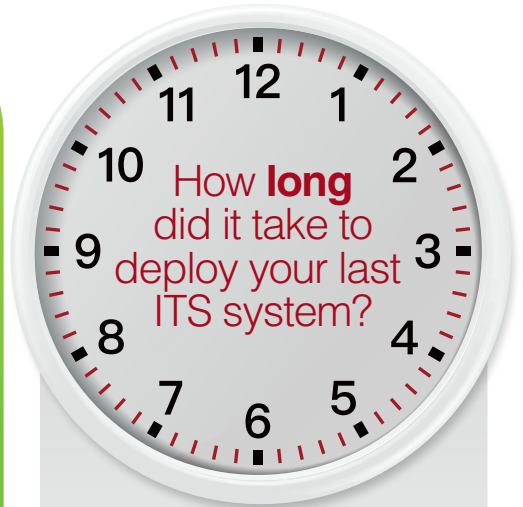
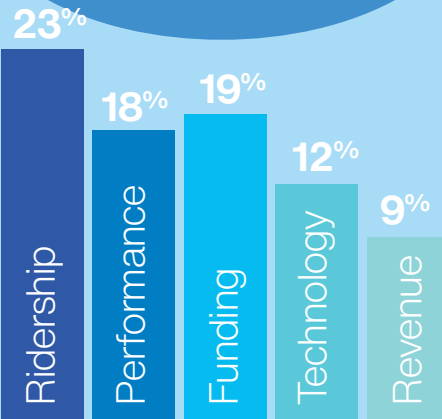


Effective ways to communicate with riders

Printed signs at stops	41.4%
Agency website	20.6%
Social media	17.2%

Drivers of change

What drives change in your organization?



18+ months	33%
6-18 months	25%
< 6 months	14%



Staying informed:

Which ways do you use to stay current about changes in transit?

Tradeshows	60%
Email newsletters	60%
Transit websites	53%

Which transit trade publications do you read?

Mass Transit	51.5%
Metro	39.4%
Bus Ride	16.7%

Which transit trade websites do you visit?

APTA	21.9%
Mass Transit	20.5%
TCRP	10.9%

Which transit trade podcasts do you listen to?

None	80.9%
Passenger Transport	9.5%
Transit Unplugged	4.7%

How long should transit tech remain relevant?

4-5 years
(46.5%)

BUY FROM STATE CONTRACT?

81.5%
SAY 'LIKELY'



Single most important transit technology?

- #1 Office productivity
- #2 Scheduling
- #3 Vehicle tracking

Paying for transit tech

Lump sum or monthly?

Lump sum w/recurring	50.1%
Lump sum w/monthly recurring	11.5%
Monthly payments based on total purchase cost	19.2%
Monthly payments based on per vehicle installation	19.2%



Would you use a yard management system?

Likely **23.3%**
Unsure **37%**
Unlikely **40.7%**



Survey results



Do you currently use an automatic vehicle monitoring system?

62%

say that they do.

Do you use your AVM system with diesel or electric vehicles?

53 / 20 / 27

diesel electric both



40%

of agencies hire a consultant to help create their RFP specification.



If their operations were fully-funded ... a majority of agencies would transition to green fleets.

UP

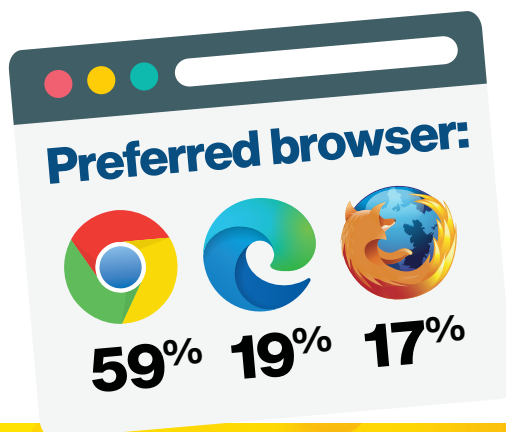
72.2% of transit agencies upgrade their technology on an as-needed basis.



20.8% of agencies have developed their own transit technology

Operational performance

62% evaluate monthly
12.5% evaluate quarterly
12.5% evaluate annually
6.3% evaluate semi-annually



57.1%

of transit agencies have made the move to adopt **both** the GTFS and GTFS-RT standards.



What is the average staff turnover at your agency?

70.8%
20 percent or less

What is the staff turnover by role?

19.2%
are drivers/operators

COVID QUESTIONS 2021

DECLINE IN RIDERSHIP

Since the beginning of the COVID-19 pandemic, how much has your ridership declined?

39.5%

of agencies report greater than 51 percent decrease.

DECLINE IN REVENUE

Since the beginning of the COVID-19 pandemic, how much has your revenue declined?

31.6%

of agencies report greater than 51 percent decrease.

REDUCTION IN SERVICE

Since the beginning of the COVID-19 pandemic, how much have you reduced service?

28.9%

of agencies report no decrease in routes or service

REROUTE RESOURCES

Since the beginning of the COVID-19 pandemic, have you redirected resources to other areas of your operations?

56.8%

of agencies report they have.

RESOURCES DIRECTED

If you have redirected resources, which areas have you place the most emphasis?

#1 Virus mitigation
#2 Staff education
#3 Station maintenance

WORKFORCE

Since the beginning of the COVID-19 pandemic, has your agency's workforce:

Increased 17.4%
Decreased 47.1%
Stayed the same 35.5%

STAFF OPTIMIZATION

Which roles did you most focus your staff optimization efforts?

Drivers 41.8%
Maintenance 16.3%
Dispatch 13.9%
Administration 9.3%
(general staff 18.6%)

RIDERSHIP INCREASE

When do you expect ridership to return to pre-COVID levels?

> 2 years 29.4%
6-12 months 14.7%
Already have 14.7%
18-24 months 8.8%

REVENUE INCREASE

When do you expect revenue to return to pre-COVID levels?

12-24 months 35.2%
> 2 years 26.5%
Already have 23.5%
6-12 months 2.9%

STRATEGIC PLAN

Has the COVID-19 pandemic prompted you to evaluate your agency's 2-5 year strategic plan?

67%

of agencies report they have had to re-evaluate their strategy.

AREAS EVALUATED

Which strategic area(s) have you re-evaluated?

Service level 25%
Everything 23.1%
Budget 21.2%
Staffing 15.4%
(new procurements 13.5%)